

COMMON LEVELS OF SUPPORT CUSTOMER FEEDBACK SURVEY

WHAT IS CLS AND WHY SURVEY?

The Army, through representative teams of subject matter experts and representatives from across the commands, identified certain services and levels of support associated with those services that constituted a necessary or desired common level of services at each of its installations. The total package of these services and support levels are known as the Common Levels of Support, or CLS. The services within CLS are called Service Support Programs, or SSPs.

While CLS is a serious attempt to establish common levels of services and support throughout the Army, the availability of such services in any given fiscal year depends on the robustness of the Army's budget. To enable the Army to address the provision of CLS in terms of funding availability, the SSPs for each CLS is determined to be either a "Must Fund" or a "Discretionary" SSP. The ***Must Fund SSPs*** are those that the Army deems necessary to achieve and maintain effective readiness and essential well-being. The ***Discretionary SSPs*** are those that the Army provides and considers to have value to its communities and organizations, but are not deemed essential to readiness or required by statute, directive or regulation. Such Discretionary SSPs may not always be provided in times of funding shortfalls, or because of a lack of suitable provider or other inhibitor. It is often necessary to address priorities among Discretionary SSPs to address such instances.

The CLS Customer Feedback Survey is designed to solicit your input as to how you view the importance of a given discretionary SSP to you, your organization or activity. Your input is important.

SURVEY INSTRUCTIONS

The following instructions will help you complete the survey:

1. Begin at the "Start Here" arrow.
2. You are considered a Survey Responder. Please determine which type of responder most closely describes you and check the corresponding box (*please select only one*).
2. If you wish, you may provide your name, organization, and contact information in the space provided. *This information is optional.* This information is for local use only in seeking clarification to a given survey response, etc.
3. The left hand column, "CLS No.", is provided for your use in identifying a particular CLS to which you may wish to comment (*if needed, please see the*

“Comments” section at the end of the survey, and the “Common Levels of Support Title List”).

4. The column titled “Service Support Program” identifies the title of a particular SSP, while the next column, “Description”, describes what each corresponding SSP offers.
5. For each SSP, please enter a rating of 1 to 4 in the appropriate space provided under the “Customer Rating Scale”. Consider the level of impact that the SSP has on you, your organization, or activity.
6. If needed, please provide your comments under the section “Additional Comments” at the end of the survey. Remember to use the related CLS number to help identify to which CLS you are commenting.
7. When completed, please return to: virgina.sears@us.army.mil.
8. For further questions regarding this survey, contact Ginny Sears 384-2032